

Docket Number: RSW920030199US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	: Date: Oct. 20, 2003
Douglas A. Wood	: IBM Corporation
Serial Number To be assigned	: 3039 Cornwallis Road
Filed: HEREWITH	: Research Triangle Park, NC 27709
For: System and Method for Root	:
Cause Linking of Trouble Tickets	:

Information Disclosure Statement

Commissioner for Patents
Alexandria, VA 22313-1450

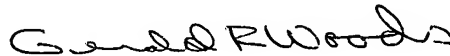
Sir:

Applicant submits the following information on Form PTO-1449 listing references pursuant to 37 C.F.R. § 1.97 (b). Required copies of the references listed on Form PTO-1449 are included herewith.

This Information Disclosure Statement is being filed within three months of the filing date of the application, or before the mailing date of a first office action on the merits. No fee or certification is required.

No Fee is believed to be necessary. However, please charge any unforeseen fees for the prosecution of the present application to IBM Deposit Account No. 09-0461

Respectfully submitted,



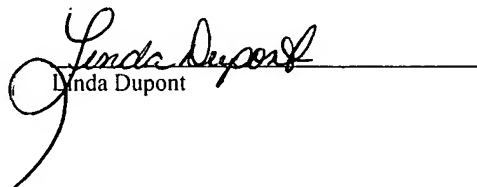
Gerald R. Woods
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Certificate of Mailing (37 CFR 1.8a)

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Date: Oct.
20, 2003


Linda Dupont

Substitute for form 1449/PTO

(Use as many sheets as necessary)

Sheet	1	of	1
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Application Number	Unassigned
Filing Date	Unassigned
First Named Inventor	Rosalind Radcliffe, et al.
Art Unit	Unassigned
Examiner Name	Unassigned
Attorney Docket Number	RSW920030198US1

[illegible]

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ *Number ⁴ *Kind Code ⁵ (if known)				
		WO 02/33980 A2	4/25/02	Valadarsky		
		01-126761	18.05.1989	Hiroyuki, et al		

Date	
Considered	

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, Washington, DC 20231.

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